

CURRICULUM VITAE

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PROFESSIONAL EXPERIENCE

Alwadi Resort, Wadi Bani Khalid, Oman

Pre-opening General Manager Started November 2020 till present

Ibis Styles Sharjah, UAE

Hotel manager in charge, Started October 2019 till March 2020

Novotel Jazan 5* Pre-opening Team, KSA

- Operation Manager, Director of Rooms & Revenue,
- October 2017 till October 2019

Achievements:

Exceeded targets for all KPIs (GSS, Revenue, GOP, Ranking, Loyalty program)
Booking.com reward certificate 8.5 Guest satisfaction (top 10 list)
Managing and leading department heads and replacing GM
Handling Revenue management

Ibis Muscat (Oman)

- Front Office Manager,
- In charge of rooms, Guest experience, Reservations and security
- July 27th 2013 till July 6th 2017

Achievements:

Achieved revenue target and GOP in 2013, 2014 and 2015



Novotel Cairo El Borg (Egypt)

- Front office manager in charge of front office and reservation
- May 1st 2010 till 20.07.2013



Achievements:

Built a new team and was competing with very strong brands around the hotel in Cairo Downtown, we used to be Rank 1 in REVPAR

Novotel and Ibis Deira City Center, Dubai

- Assistant front office manager,
Reporting to the rooms division manager

- August 2008 till Feb 2010 (Pre-opening team)



Achievements:

First pre-opening experience, built a very strong team at Dubai city center, we managed to achieve the budget and KPIs

Sofitel Hurghada

- Assistant front office manager,
In charge of front office, reservation and Guest relation

- September 2006 till July 2008



Achievements:

It was very interesting to manage a big team at occupancy 90% a year, we were Leading the market through very strong service, animation and revenue Management,

Hilton Fayrouz Resort Sharm El Sheikh

- Front desk agent
- August 2002 till September 2006



Achievements:

100% Guest satisfaction survey over Hilton worldwide, worked with a very strong management team where I learned what is guest service

EDUCATION

- Bachelor of hotel management Cairo University (Very Good grade) May 2000

LANGUAGES

Arabic:	Mother tongue
English:	Fluent
Italian:	Good
French:	Hotel level

Skills

- Pre-opening, Leadership, guest Experience, operation management, revenue management, budgeting, forecasting, sales & Marketing, commercial, Microsoft office, PMS, Opera, business analysis, project management, Training and development, team building, strategic thinking, finance, corrective actions, standard operations SOP.
- Pre-Opening experience (Novotel Jazan 5* KSA, Novotel Deira Dubai, Sofitel Al Khobar KSA, Al Wadi resort Oman)

Preference

Mr. Hani Al Khouly, GM at Novotel Jazan, +966555062715 hani.alkhouly@accor.com

Mr. Selim Shawer, Cluster General Manager, Sofitel Winter Palace and Sofitel Cataract Aswan, +201006278222, h1661-gm@sofitel.com

Mrs. Mary Grace, HR manager ibis Styles Sharjah, +971501467557